



VOLKSWAGEN DEALER COMMUNICATION

Campaign Circular Revision – Service Action 97HB / ID.4 Software Update

This notice is for: All Dealer Personnel

Date: October 12, 2023

Revision Information: The owner's manual instructions in step 9 have been updated.

Please take the time to ensure everyone in your dealership with campaign-related responsibilities has thoroughly reviewed the revised Service Action 97HB circular that has been published to ELSA and the Service References tool in Elsa2Go.

Please discard any paper copies you may have printed and ensure they are replaced with the most current version.

-END OF MESSAGE-

Ensure all dealer personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.